

**BUREAU OF ELECTRONIC AND APPLIANCE REPAIR**

3485 Orange Grove Avenue, North Highlands, Suite A
North Highlands, California 95660
Telephone (916) 574-2069 - Fax (916) 574-2120
<http://www.bear.ca.gov>



October 12, 2006

Dear Service Dealers:

Over the past few months, we have heard complaints from the industry about the difficulty that many of you are having in obtaining replacement parts from manufacturers. Complaints range from slow delivery to permanent unavailability of parts or product literature.

For products sold in California, the law requires that manufacturers make sufficient service literature and functional parts available to service and repair facilities to repair a product for at least seven years after the manufactured date (Song-Beverly Consumer Warranty Act, Civil Code Section §1793.03).

If you are having difficulty in obtaining replacement parts or service literature, we recommend the following:

- Make sure you follow the manufacturer's specific process to order replacement parts.
- Always ask for an estimated delivery time.
- Identify a contact person with whom you can follow up.
- Document the steps you take so that you can keep track of your progress.
- Keep the consumer updated on the status of the repair.

Additionally, we have added an Industry Tip Form to our web site that you can use to voice your concerns with the slow delivery of parts/service literature. This information will be used to evaluate if legislation is needed to address these concerns. Please visit our website at www.bear.ca.gov to download the Industry Tip Form and fax it to us at (916) 574-2120.

We are committed to removing obstacles that create an unfair business practice and ultimately affect consumer protection. If you have any questions regarding this issue, please contact us at (916) 574-2069 or via email at beartalk@dca.ca.gov.

Best regards,

A handwritten signature in cursive script that reads 'Brian J. Stiger'.

BRIAN J. STIGER
Chief